

COMPLAINT PROCEDURE FOR PARENTS / CARERS

There is a fair way of dealing with issues as they arise in an informal way, but parents/carers may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this, and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

Parents/carers

- If a parent/carer is unhappy about any aspect of their child's care or how they have been treated, this should be discussed with the child's key person. The key person will listen to the parent/carer and acknowledge what they are unhappy about. The key person will inform the room supervisor who will further investigate and offer an explanation and an apology if appropriate. The room supervisor will inform the management team of the concern and how it was resolved. The room supervisor will inform the team and put measures in place as required. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.
- If the parent/carer is not happy with the key person's / room supervisor's response or wishes to complain about the key person or any other member of staff, they will be directed to the setting manager. Some parents/carers will want to make a written complaint; others will prefer to make it verbally.
- The setting manager will investigate the complaint and provide time to feedback to the parent/carer within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child and record is kept in the Complaint Folder as well.
- If the parent/carer is still not satisfied, or if the complaint is about the setting manager, the setting manager is asked to forward their complaint verbally or in writing to their line manager.
- If the parent/carer is still not satisfied, then they are entitled to appeal the outcome verbally or in writing to the setting manager's line manager who will pass the matter on to owners/directors/ for further investigation and will respond to the parent/carer within a further 14 days.

- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted or the childminder agency. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The setting manager ensures that parents/carers know they can **complain to Ofsted by telephone or in writing** at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

Other services

- If an individual from another service wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the setting manager's line manager, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors.

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted.
- The record of complaints is a summative record only.
- A record of complaints will be kept for until the next inspection or for 6 years.
- In all cases where a complaint is upheld a review will be undertaken by the owners/directors to look for ways to improve practice where it is required.

This procedure is displayed on Parent/Carer Notice Board.